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ATTORNEY'S DOCKET NO: C0441/7160

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis  
Serial No: 09/577,225  
Filed: May 23, 2000  
For: METHOD AND APPARATUS FOR REACTIVE AND DELIBERATIVE  
SERVICE LEVEL MANAGEMENT (SLM)



Assistant Commissioner for Patents  
Washington, D.C. 20231



## SECOND PRELIMINARY AMENDMENT

Applicant submits herewith formal drawings for the above case, and wishes to make the following amendments to conform the drawings with the specification.

- ◆ On page 17, line 10, replace --Fig. 29-- with --Fig. 29a;
- ◆ On page 17, line 10, insert after "and" --Figure 29b is--;
- ◆ On page 23, line 27, replace reference numeral "32" with --13--;
- ◆ On page 28, line 20, replace reference numeral "(69" with --(67--;
- ◆ On page 28, line 23, replace reference numeral "32" with --13--;
- ◆ On page 66, line 15, replace "Fig. 29" with --Fig. 29b--;
- ◆ On page 66, line 16, insert after "data" --Fig. 29a--;



- ◆ On page 74, line 4, replace "Fig. 39" with --Fig. 38--;

Respectfully submitted,

By: *Therese A. Hendricks*

Therese A. Hendricks  
Registration No. 30,389  
Wolf, Greenfield & Sacks, P.C.  
600 Atlantic Avenue  
Boston, MA 02210  
Tel. (617)720-3500

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